



## Senior Improvement and Communications Consultant

Education Business Services

<b>Position number</b>	00038246
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2022</a> or as replaced
<b>Classification</b>	Level 6
<b>Reports to</b>	Manager, Office of Education Business Services (Level 8)
<b>Direct reports</b>	Nil

### Context

The Office of Education Business Services (EBS):

- provides strategic advice on procedural and transactional matters and ensures the effective operation of the administrative infrastructure that supports the Deputy Director General EBS' transactional responsibilities
- is responsible for ensuring executive processes and responses are efficient and effective
- is a conduit between the Office of EBS and the executive teams of Corporate Executive and the EBS Executive Leadership Group
- develops and manages the EBS business and people plans to ensure the division remains focused on delivering outcomes:
  - for *Our customers* – through maintaining and improving positive relationships, and by enabling managers corporate services, allied professionals and principals to focus on the core priorities of their jobs.
  - for *Our people* – by investing in and planning for a diverse and inclusive workforce who feel safe and engaged at work, with a clear understanding of our EBS service delivery principles and how our services support the Department's commitment to improving student outcomes.
  - through *Our systems and processes* – by improving a number of critical business processes, and ensuring high-quality data-driven governance and risk management.
- coordinates programs to enhance the capability and capacity of EBS and school corporate services staff, including the EBS graduate program.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

## Key responsibilities

### Specialist Services

- Develop, coordinate, manage and monitor the EBS Business Plan and support the development of EBS divisional business plans.
- Contribute to the planning and project management of business reforms, capability building and service improvement initiatives.
- Coordinate and monitor EBS business continuity plans and risk mitigations.
- Plan, implement and evaluate content for the intranet (Ikon) platform and other communications, providing specialist advice and support to EBS business areas.
- Ensure communications are compliant with Department policy, procedures and standards.
- Contribute to the development and implementation of business process mapping and service improvement frameworks to facilitate development of work systems, policies, governance processes and tools.
- Develop and implement evaluation frameworks on performance metrics and customer feedback to support business and communication improvement.

### Project Management and Office Support

- Contribute to the operations the Office of EBS.
- Influence EBS' strategic directions and business plans by having awareness of best practice, trends and issues concerning the core functions of the office.
- Coordinate and manage continuous improvement projects related to school-level and system-level requirements to improve service delivery to customers.
- Build strategic alliances with customers, stakeholders and interest groups to enable development, acceptability and achievement of designated outcomes and to promote service capabilities.
- Develop plans and systems to support/enable/monitor achievement of the EBS vision and imperatives in alignment with its objectives.
- Provide support for EBS staff in the development and implementation of capability building strategies.
- Support EBS business areas with the development of communications content and materials, training and events.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and organisational goals and facilitates accomplishment of designated roles and deliverables.
- Monitor and report on compliance with relevant policies, procedures and standards of the Department and statutory requirements such as the Financial Management Act, Treasurer's Instructions and Public Sector Standards.

### Customer and Stakeholder Management and Liaison

- Provide advice to stakeholders, including senior management, on business reform programs and service improvement initiatives and issues.
- Collaborate with, and provide information to, stakeholders on communications and business reform matters and processes.
- Engage with stakeholders to evaluate systems, tools and staff capacity to implement change initiatives and deliver improved service outcomes.
- Develop and maintain effective communication links and working relationships with key internal and external stakeholders to ensure access to diverse specialist knowledge.
- Maintain a strong focus on customer service delivery and continuous improvement of services.

## Selection criteria

1. Demonstrated highly developed skills and substantial experience in writing a variety of communications for a range of purposes and audiences.
2. Demonstrated highly developed research, analytical and problem-solving skills, including the ability to identify potential improvements to services and processes and successfully implement change.
3. Demonstrated highly developed verbal communication and interpersonal skills to effectively liaise with key internal and external stakeholders and to build strong relationships.
4. Demonstrated highly developed planning and organisation skills, including a proven ability to identify priorities and meet deadlines.
5. Demonstrated highly developed project management skills, including project planning, coordination, implementation and evaluation.

## Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

## Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

## ENDORSED

Date 20 August 2024  
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